

# Chapter 5

## Effective Staff Communication

### Reflective Listening

Reflective listening is an empathetic listening skill used in stressful or emotional conversations. By clarifying and restating what the other person is saying, the listener is able to stay “present” as they seek to genuinely understand what is being said and empathize with the emotions the individual is experiencing. It provides the speaker with the opportunity to safely de-escalate as they feel cared for and “heard.”

### Active Listening Skills and Attending Behaviors

#### Examples of Positive Active Listening and Attending Behaviors

##### Thoughts

- Is “present” and listens to what the other person is saying rather than trying to think about what to say next
- Looks beyond words and listens for feelings
- Does not make assumptions about the other person’s intentions
- Listens to understand another’s perspective
- Waits until the other person is finished speaking
- Provides undivided attention

##### Body Language and Gestures

- Leans forward when listening
- Faces the person when listening
- Has “open” body language
- Head movements respond with sincere interest (nodding, cocking head to listen better)
- Facial expressions respond empathetically to what is being said
- Mirrors physical posture of the person they’re listening to

##### Vocal Qualities and Verbal Tracking

- Vocal tone is respectful, safe and genuine
- Voice sounds neither attacking nor defensive
- Doesn’t change the subject inappropriately
- Makes empathetic sounds and comments
- Asks questions to find out more

#### Examples of Negative Active Listening and Attending Behaviors

##### Thoughts

- Thinks about what they’re going to say next rather than listening to what is being said
- Listens only for surface issues
- Makes assumptions about what the other person is going to say or what their intentions are
- Listens to confirm one’s own perspective
- Interrupts
- Multitasks while supposedly listening

##### Body Language and Gestures

- Keeps a distance when listening
- Is continually distracted by other things; obviously not paying attention
- Has “closed” body language, folded arms, etc.
- Does not have body movements that suggest empathy or a sincere desire to listen
- Facial expressions are either critical, defensive or aloof
- Physical posture contrasts what the other person feels

##### Vocal Qualities and Verbal Tracking

- Vocal tone is defensive, suspicious or distant
- Voice sounds doubtful, defensive or attacking
- Changes the subject when bored or uncomfortable
- Absence of vocal affirmation sounds-doesn’t respond
- Asks questions to change the subject, prove their own point, or doesn’t ask questions at all; shows disinterest

##### Eye Contact

# Fundamentals

## Eye Contact

- Maintains eye contact throughout
  - Eye contact is empathetic and caring
- Avoids eye contact
  - Eye contact is disinterested, displays distrust or is continually distracted

## SIGN LANGUAGE

help



eat / food



water



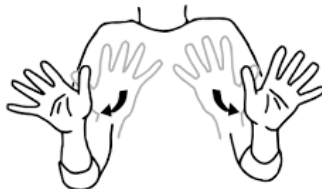
want



more



finished



bathroom



father/dad



mother/mom



please



yes



no



stop



thank you

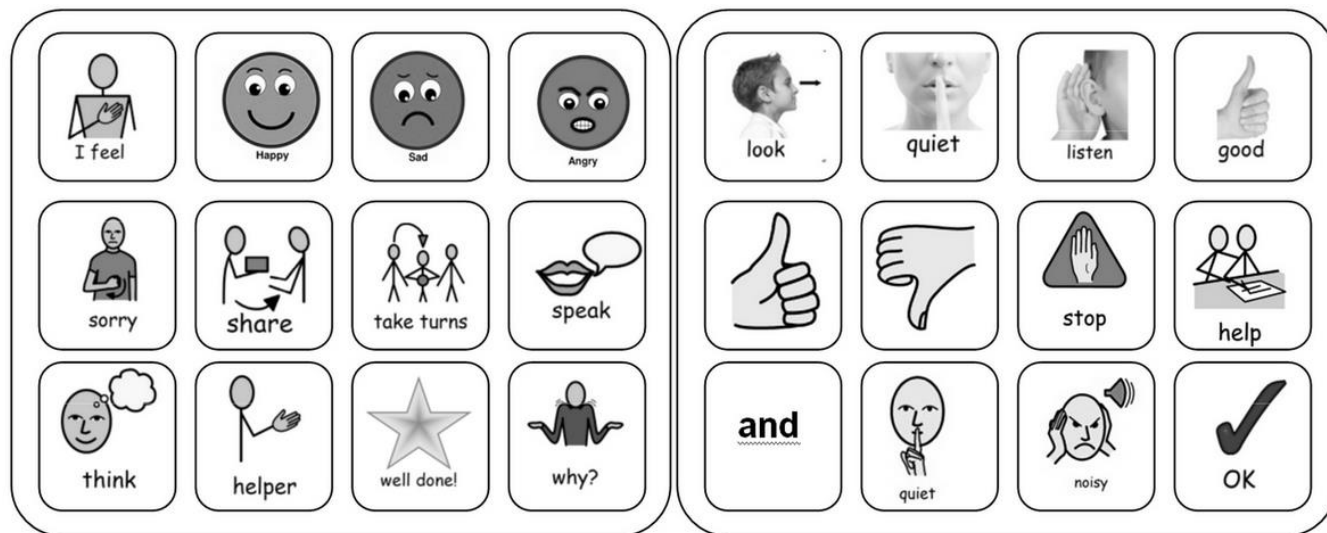


# Fundamentals





## PECS and Social Stories



# Fundamentals



# Fundamentals

1	2	3	4	5	6
Hello 	computer 	shopping 	music 	Work time 	home 
1	2	3	4	5	6
library 	shopping 	speech therapy 	Work time 	swimming 	home 
<div><div>Shoes </div><div>Shoes </div></div>					